MARCH 17, 2020

Good morning IINE colleagues,

I hope you were able to enjoy the weekend despite the ongoing public health crisis, and that you started this week well.

While we continue to adjust to working remotely and connecting via technology, I'll be sending weekly updates to inform and streamline your digital workplace experience, as well as to help facilitate continued learning around COVID 19 (2019 Coronavirus). **This email is a monster – I'm sorry in advance for the length and its technical nature – but it contains a lot of important information that should be read carefully.** The Operations component of this email, which outlines how to work remotely using IINE's technology, will also be uploaded to our internal website for easy reference sometime later this week.

Before we go any further, I'd like to reiterate the closing sentiment from Jeff's last email. It's important to find effective ways to support one another and to take the time to care for yourself, especially as our workplace and local communities adjust to the realities brought about by this pandemic. Emotional reactions to stressful situations, such as the emergence and spread of COVID 19, are expected. If you find yourself feeling sad, anxious, overwhelmed, having trouble sleeping, or any other symptom of distress, consider having a conversation with your supervisor about the root of that anxiety (if it's work related).

Please also remember, that in addition to your colleagues and supervisor, who are more than happy to help you navigate the evolving [and now digital] workplace, full time employees also have access to the Employee Assistance Program, through Lincoln Financial. For more information on how to access the EAP program, please refer to the FT Benefits at a Glance document: G:\Allstaff\Human Resources & Management\Benefits Information\2019-2020\0120 IINE - FT EEs BAAG.pdf

In addition to IINE's resources, the National Disaster Distress Helpline is available with 24/7 emotional support and crisis counseling for anyone experiencing distress or other mental health concerns. Calls (1-800-985-5990) and texts (text TalkWithUs to 66746) are answered by trained counselors who will listen to your concerns, explore coping and other available supports, and offer referrals to community resources for follow-up care and support.

Operations

Let's start with the basics behind IINE's remote workplace infrastructure. You're likely asking yourself the following questions:

1. How do I receive and make calls on my work extension? How do I listen to my voicemails?
2. How can I use GoToMeeting to host conference calls or meet with groups?
3. How can I access the drives from home?

The good news is that IINE has identified solutions to each of those questions, and I'll run through them below.

Your go-to-contact for any issues experienced with the operational components of remote work (access to your extension, utilizing gotomeeting, access to the drives) are identified below (surprise, its your Office Manager!):
Boston & Central: Dan Krichmar
Lowell: Emily Leslie (Chris Ko and Dan Krichmar as backups)
Manchester: Emily Yadati

Stephen and the helpdesk are available to support questions around the VPN connection, but JIVE, Windstream and GoToMeeting support fall outside their purview. Regardless of what issue you are facing, please first contact your Office Manager. He/she will coordinate support for all these operational issues and monitor open tickets with the helpdesk. As a reminder, you can make everyone's job easier (and cut down on the response time to your problem) by completing the following form: https://iine.wufoo.com/forms/s1jc0dvc04pbetq/

1. Accessing your IINE Phone/Extension:
For users of WhatsApp, this will be an easy transition.

Boston & Lowell: JIVE allows for users to simultaneously utilize their phone handset and login to the user's extension via an additional mobile device via their new mobile app: GoToConnect. From the app, users can easily see recent calls, dial out from their IINE phone number, receive incoming calls to their IINE phone number/extension, and access their voicemail. Amazing, right?

To utilize GoToConnect, all you need is any smart phone with internet access and to download the free app (available wherever you buy apps): https://apps.apple.com/us/app/gotoconnect/id1465614785

You can also use GoToConnect on your Windows laptop or Mac, by downloading the appropriate program for your operating system: https://support.goto.com/jive/help/how-do-i-install-gotoconnect-jive-install-gtc. Please note that all IINE laptops currently utilize Windows 10 Pro. If you chose to run the program from your laptop, just keep in mind that you'll have to have the laptop with you and connected to the internet to make/receive calls, and that those calls will likely require either a built in mic or an external headset.

Once you download the app, load it up and you'll be prompted to enter your username and password. Your username is your @iine.org email. If you don't know your password, simply hit the "forgot password" option, and send yourself an automated email to reset it.

If you are unable to login using the above instructions, please contact Dan Krichmar (dkrichmar@iine.org) to confirm your name and email are entered properly on the backend.

Manchester: Unfortunately, as the NH site is still locked into the Windstream contract for the remainder of this calendar year, I can't promise the same aesthetically please, dependable interface that JIVE affords the other sites. That said, Windstream (previously Broadview) has their own app that is intended to work in a very similar manner. That app is called MyOfficeSuite: https://play.google.com/store/apps/details?id=com.bvn.osportal&hl=en_US.

To login to MyOfficeSuite, you will use you existing username and password. These can be reset by Emily, but everyone should record their username and password once setup. Theoretically, after you are able to login, you should have access to the same features as outlined in the JIVE section (dialing, receiving calls, checking voicemails). We'll be doing more testing around this app in the coming days to confirm its capacity and consistency. If the app doesn't work as intended (which would not surprise me, knowing Windstream/Broadview as we do), please continue to use the OfficeSuite portal on any internet browser to check your call log and voicemails. If you can't remember how to do this, please email Emily so she can walk you through the process.

You can continue to use client cell phones for contacting clients and other staff. But please keep in mind that, unless you've set up forwarding to that cell phone, you'll still need to check your IINE voicemail regularly.

Both JIVE and Windstream offer voicemail to email functionality. If you would like the system to turn your voicemails into email attachments, please contact your Office Manager. Keep in mind that this might take several days to process, particularly as Office Managers prioritize other urgent requests.

2. GoToMeeting:

GoToMeeting is the platform that allows you to host conference calls and/or video conferences with multiple participants. Rather than compete over the conference line, consider arranging your scheduled call on GoToMeeting; it is easy and you can easy keep track of who is in attendance.

To download GoToMeeting on your Iphone or Android, visit the following website: **https://www.gotomeeting.com/meeting/ipad-iphone-android-apps**

To download it to a computer, click "host" at the top right of the screen (same link) and it will automatically start the download. Participants can operate GoToMeeting from the web browser, while hosts (aka organizers) are required to download the program. When installing it the first time, you may need to contact the helpdesk for administrative support (installation of most programs is blocked for individual users to prevent easy hacking).

Boston & Lowell: Every JIVE account comes with a GoToMeeting license. I'm in the process of ensuring every individual has been allocated the license that comes with their account, but I should have everything sorted by Tuesday afternoon at the latest. Once you've confirmed your

username and password (see instructions regarding the username and password setup in the above phone section), go ahead and login to GoToMeeting on your phone or computer.

Boston, Central, and Lowell staff should start using their personalized GoToMeeting accounts immediately; the general IINE GoToMeeting account will be reserved for Manchester staff exclusively while better long-term solutions are identified.

Manchester: We're currently working on getting access to more individual accounts, but for now I'm asking Manchester staff to coordinate using the IINE GoToMeeting account. You can reserve the account using the Outlook Calendar. Once you get confirmation that your calendar invitation was accepted, use the information below to login and host the meeting:

Username: admin@iine.org
Password: Conference2019

General instructions:
GoToMeeting works best when you schedule a meeting in advance. GoToMeeting will generate an event invitation with a meeting ID # that you can send to participants along with instructions to help them join the meeting. You will need to login and start the meeting ahead of the call, but otherwise GoToMeeting will be fairly intuitive.

Here's a quick reference guide for organizers (that's you): https://www.cu.edu/sites/default/files/GoToMeeting_Organizer_QuickRef_Guide.pdf

Consider sending the following to participants ahead of their first time using GoToMeeting: https://www.gotomeeting.com/meeting/resources/gotomeeting-quick-and-helpful-guide-for-attendees

3: VPN vs. Remote Desktop
As outlined in my last email, VPN allows users on an IINE computer, logged into an IINE account, and connected to the internet to access the drives as though they were in an IINE office. There will be a slight lag (connection delay) because of the number of users and the nature of the setup, but VPN will enable staff to seamlessly shift into remote work with little-to-no additional training or equipment.

Unfortunately, due to delays on the distributors end, we are still waiting for the licenses to be transferred and for Stephen to confirm a set of instructions. I hope to be able to instructions on how to install and utilize VPN later this morning.

To access the VPN, you will need to meet the following parameters:

1. Use an IINE Computer
2. Login to an IINE Account
3. Ensure consistent internet access

Unless otherwise approved by me (Shayne), you must use VPN (and not Remote Desktop) starting the afternoon of Tuesday, March 17. Remote Desktop is being reserved for high capacity users; those running multiple data-heavy programs through the server. Think accounting software, security systems, or multiple integrated excel sheets; standard IINE programs like Apricot and Microsoft Office don't qualify as data-heavy programs. There are only 20 licenses (20 concurrent users) and I'll be monitoring the use log regularly to ensure slots are being utilized correctly. If you think you have reason to need Remote Desktop access, please contact me directly.

COVID-19 (Coronavirus) Updates:

IINE has launched a dedicated page on its internal website (team.iine.org) to help keep staff, interns, and volunteers informed of changes in IINE policy and operations, as well as to provide additional learning resources around the virus. You can visit the internal page at the following address on any internet browser: https://team.iine.org/covid-19-coronavirus/

Please remember that IINE posts these links and information to help staff stay informed, but our webpage and the available resources are by no means comprehensive and should not be the sole source of your information surrounding the virus and how to stay safe. You should always do your research, refer regularly to your local (town/city/county) news and websites, and consult a trained medical professional if you think you may have COVID 19 or if you believe you have been in contact someone with it. Here are the city websites for the 3 IINE Offices: Boston, MA, Lowell, MA, Manchester, NH.

Remote Work & Contact Log

At present, all employees, save those approved by the Leadership Team or Managing Directors, are expected to work remotely. Employees that continue to work in the field or from IINE's office must begin using the form at the following link to prescreen office visits and meetings (with clients or colleagues): https://iine.wufoo.com/forms/covid19-screening/

The form is very simple. It asks the same three questions we've utilized over the past 2 weeks to gauge exposure risk:

1. Are you exhibiting any of the common COVID-19 symptoms?
2. Have you been in contact with anyone that is displaying or has displayed COVID-19 symptoms?
3. Do you have any reason to believe that you may have been exposed to COVID-19?

If the answer is "yes" to any of the above, the employee will be instructed to contact Shayne, and that they should not visit the office or attend any meetings until their responses are unpacked and addressed. For client appointments, employees will also be asked to provide the client's name and verify that he/she (the employee) has contacted the client ahead of the meeting to confirm that their (the client's) answers to the above questions are also "no".

Internships & Volunteers

IINE's volunteer and intern programs have been suspended, pending a review of our resources and capacity. Any exceptions to this suspension must be vetted and cleared before a volunteer or intern resumes their engagement with IINE. To request approval for your intern, volunteer, or volunteer program, please complete the Remote Volunteer and Intern Approval (VRIA) Form. We'll do everything we can to shore up supervision plans and approve these requests, but we also ask staff to recognize that our capacity to support these programs is limited while we remain working remotely.

We'll endeavor to keep everyone updated with the newest information as it becomes available, but I can't stress enough how important it is to continue following the CDC's and local official's updates. IINE will also communicate any changes to our operations, including when we are able to transition back to regular services, as those decisions are made.

Until next week and another update, stay healthy!

Sincerely,
Shayne

Shayne Kinsella | Director of Human Resources and Operations | International Institute of New England

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